

Springdale Fire Department

Policy & Procedures Manual

Volume 2 – Operations

Section 202 - Communications

202.4 – Communications with Hospital ED

The primary method of communication for patient information and/or critical scene information to a receiving Emergency Department is via hospital radio. All radio communications are recorded to provide a record of communications with an Emergency Department.

Squads shall contact NMC-Springdale Emergency Department while responding to an incident to alert them of their response. It is only necessary to provide incident type and if the incident is in or out of the city. If multiple patients are expected or reported at an incident, efforts should be made to provide patient numbers to the Emergency Department as soon as possible.

The appropriate Emergency Department shall be contacted as early as possible when encountering patients that meet criteria for a Trauma or STEMI Alert.

- **Contacting NMC-Springdale Emergency Department**

When contacting NMC-Springdale the primary method is via the UHF medical radio (mobile or portable). In the event this system is not functioning properly, squad crews should use the VHF medical radio. If squad crews are unable to contact the Emergency Department by either radio, they should then utilize their squad cell phone.

- **Contacting other area Hospital Emergency Departments**

When contacting all other area Emergency Departments, the primary method is via the VHF medical radio. If squad crews are unable to contact an Emergency Department by radio, they should then utilize their squad cell phone.

If contact cannot be made by hospital radio or cell phone, the squad crew should request dispatch to relay pertinent information to the Emergency Department via land line.